

**Product Number: 4224.12.15****CLAIMS MANAGEMENT SYSTEM**

**Effective Date:** July 1, 2014  
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**Version:** 001  
**Product Owner:** Crime Victims Reparations  
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The Claims application manages the case files for Victims of Crime and payments made in their behalf by Crime Victims Reparations

The hours of support required for Claims Management System are listed below.

Application	Support Hours	Days of Week
Claims Management System	Business Hours	Monday - Friday

**Product Features and Descriptions**

Feature	Description
Victim Information	Entry of information about the Victim
Crime	Crime information
Payments	Payments made
Vendors	Vendor Lists
Reminders	Reminders to agents of pending events
Imaging	Imaging of applications, bills and other important documents
Letters	Letters to vendors, victims and applicants about the status of the case
Archive	Management of Archives of Paper data

**Features Not Included**

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## Product Description

Feature	Explanation
Web interface with vendors	
Interface to Finet	

## Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and testing of Victims Application and associated applications and interfaces to fix reported bugs, implement changes.	See DTS Approved Rate
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests.	See DTS Approved Rate
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See Infrastructure Network Support product
Enterprise Hosting Services	Monitoring, updating and troubleshooting Application servers.	See Infrastructure Hosting product
Citrix Server Support	Monitoring, updating and troubleshooting Citrix servers.	See Infrastructure Hosting product
Desktop Services	Enterprise Desktop Services	See Enterprise Desktop Services product
Security Services	Enterprise Security Services	See Enterprise Security Services product

## Ordering and Provisioning

Changes and enhancement requests are made from CVR to the IT Director.

## DTS Responsibilities

1. Programming and testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
2. Define technical requirements for enhancement requests and legislative changes.
3. Performing back-end database updates to fix bad data causing problems in the application.
4. Providing desktop support to fix problems with equipment used to run the Legislation Tracking application, print documents and scan bar codes on documents.

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5. Provide Network support to ensure that Legislation Tracking is up and operating sufficiently during business hours. (See DTS/Governor's Office Infrastructure Network Support product)

### Agency Responsibilities

1. Acceptance testing
2. Training of users
3. Notification of problems with the system

### DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
Claims	This system will be available 24 X 7 365. DTS will provide support during Governor's Office regular business hours.

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

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High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied